

## TRANSMITTAL OF INFORMATION DISCLOSURE STATEMENT

Under 37 CFR 1.97(b) or 1.97(c))

Docket No.

502072-A-01US (Erhart)

In Re Application Of: George W. Erhart et al.

Serial No.  
10/674,562Filing Date  
09/30/2003Examiner  
TBAGroup Art Unit  
3626

Title: IMPROVED ESTIMATION OF EXPECTED VALUES

## Payment of Fee

(Only complete if Applicant elects to pay the fee set forth in 37 CFR 1.17(p))

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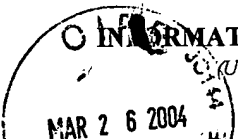
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Dated: 3/24/04

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CC:

	Docket Number (Optional) <b>502072-A-01US (Erhart)</b>	Application Number <b>10/674,562</b>
	Applicant(s) <b>George W. Erhart et al.</b>	
	Filing Date <b>09/30/2003</b>	Group Art Unit <b>3626</b>

**U.S. PATENT DOCUMENTS**

*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	A	4,959,686	09/25/90	Spallone et al.			
	B	5,206,903	04/27/93	Kohler et al.			
	C	5,506,898	04/09/96	Costantini et al.			
	D	5,790,974	08/04/98	Tognazzini			
	E	5,825,869	10/20/98	Brooks et al.			
	F	5,905,793	05/18/99	Flockhart et al.			
	G	5,999,617	12/07/99	Oyanagi et al.			
	H	6,148,396	11/14/2000	Chrysos et al.			
	I	6,192,122	02/20/2001	Flockhart et al.			
	J	6,366,666	04/04/2002	Bengtson et al.			

**FOREIGN PATENT DOCUMENTS**

	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
							YES	NO
	K	EP 0 899 673	08/11/98	EP			✓	
	L	EP 0 740 450 A2	04/22/96	EP			✓	
	M	EP 0 855 826 A2	12/08/97	EP			✓	
	N	EP 0 949 793 A1	03/29/99	EP			✓	
	O	JP 2000020832	01/21/00	JP - Abstract Only			✓	

**OTHER DOCUMENTS** (Including Author, Title, Date, Pertinent Pages, Etc.)

	P	U.S. Patent Application No. 09/675,729, entitled <b>SYSTEM FOR AUTOMATICALLY PREDICTING AVAILABILITY OF A RESOURCE IN A CUSTOMER CARE CENTER ENVIRONMENT</b> , Flockhart et al., filed 9/29/00
	Q	U.S. Patent Application No. 09/641,403, entitled <b>WAIT TIME PREDICTION ARRANGEMENT FOR NON-REAL-TIME CUSTOMER CONTACTS</b> , Flockhart et al., filed 8/17/2000

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*

Docket Number (Optional)

**502072-A-01US (Erhart)**

Application Number

**10/674,562**

Applicant(s)

**George W. Erhart et al.**

Filing Date

**09/30/2003**

Group Art Unit

**3626****U.S. PATENT DOCUMENTS**

*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE

**FOREIGN PATENT DOCUMENTS**

	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
							YES	NO
	R	WO 97/15136	04/24/97	WO			✓	
	S	GB 2 293 724	04/03/96	UK			✓	
	T	GB 2 339 643	02/02/2000	UK			✓	

**OTHER DOCUMENTS** *(Including Author, Title, Date, Pertinent Pages, Etc.)*


EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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**09/30/2003**

Examiner

**TBA**

Group Art Unit

**3626**Title: **IMPROVED ESTIMATION OF EXPECTED VALUES**

Address to:

**Assistant Commissioner for Patents  
Washington, D.C. 20231****37 CFR 1.97(b)**

1. ☒ The Information Disclosure Statement submitted herewith is being filed within three months of the filing of a national application; within three months of the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; or before the mailing date of a first Office Action on the merits, whichever event occurs last.

**37 CFR 1.97(c)**

2. ☐ The Information Disclosure Statement submitted herewith is being filed after three months of the filing of a national application, or the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; or after the mailing date of a first Office Action on the merits, whichever occurred last but before the mailing date of either:

1. a Final Action under 37 CFR 1.113, or
  2. a Notice of Allowance under 37 CFR 1.311,
- whichever occurs first.

Also submitted herewith is:

- ☐ a certification as specified in 37 CFR 1.97(e);

**OR**

- ☐ the fee set forth in 37 CFR 1.17(p) for submission of an Information Disclosure Statement under 37 CFR 1.97(c).